

---

## **DESKTOP BUSINESS LINE**

---

The Desktop Business Line consists of two major enterprise activities: Desktop Maintenance and Customer Support Services. Direct Help Desk costs were transferred from this business July 2003 and are paid from the CIO's appropriations.

### **Service Description**

Desktop Maintenance provides maintenance at all Headquarters locations for IBM-compatible (PC's) and related peripherals as well as technical expertise to facilitate the day-to-day operation of standard hardware. This portion of the Desktop Business Line covers all desktop maintenance services not included in eXCITE. Since all organizations have not yet transitioned to eXCITE, some of the below listed desktop maintenance related services will continue to be chargeable through the WCF for those non-eXCITE organizations. eXCITE customers should refer to their organization's Memorandum of Agreement (MOA) for detailed information regarding costs and agreed upon levels of service.

Services covered under Desktop Maintenance include:

- Installation repair, upgrade, disconnection and reconnection of workstations (Desktop, Laptop, Notebook), printers, monitors, modems and utility peripherals.
- Furnishing of temporary replacement desktop equipment for short-term use and making appropriate accommodations for standard disk imaging software when immediate repairs cannot be completed. This is contingent upon availability of suitable equipment.
- Relocation of desktop equipment, within the same facility or between facilities (performed as a Time & Materials charge in all cases).
- Repair of facsimile equipment (performed as a Time & Materials charge in all cases).
- Procurement and administration of maintenance contracts with third party vendors for program-dedicated service of desktop equipment (administration fee of 10% of the contract value).
- Implementation of warranty maintenance service with equipment manufacturers (see "Service Standards"). Usually, manufacturers require that equipment under warranty be repaired or replaced by the warranty service provider of record or other manufacturer-certified vendor. This service option includes performance of all vendor-required diagnostic tests as well as "round-trip" return of equipment to an authorized service center (disconnect, package, ship, follow up and reinstall)
- Document scanning and file conversion between compatible applications and file formats.

The following chart summarizes those services that will be charged to eXCITE customers for services not covered under eXCITE

These services are currently provided through the Consolidated Service Center (CSC) (3-2500).

Services Provided	Billing Source	
	Working Capital Fund	eXCITE
<b>DESKTOP WORKSTATIONS, including Notebooks</b>		
Repairs to eXCITE compliant workstations, i.e, defective components, including drives (standard IDE drive), boards (parallel, serial, PS2, USB and Nick), monitor (17-inch CRT), standard keyboard, standard mouse, etc.		X
Reinstallation of software due to component failure		X
Relocation of eXCITE or non-eXCITE compliant equipment	X	
Upgrades to eXCITE equipment outside the scope of the COE, i.e, larger hard drives, additional memory, upgraded mouse, upgraded monitor, special keyboard, wireless component, etc.	X	
Excessing of eXCITE and non-eXCITE compliant equipment	X	
Santizing of workstations returned to inventory for redeployment, i.e., future use or excessing	X	
<b>PRINTERS</b>		
Repairs to network black and white printers with user ratio of 1 to 10		X
Repairs to network black and white printers with user ratio in excess of 1 to 10	X	
Repairs to desktop printers	X	
Repairs to color printers	X	
Expendable supplies for all printers	X	
Replacement of expendable supplies for all printers	X	
<b>SCANNERS</b>		
Repairs to any make and model scanner device	X	
Expendable supplies for all scanner devices	X	
Replacement of expendable supplies for all scanner devices	X	
<b>FACSIMILE</b>		
Repairs to any make and model facsimile devices	X	
Expendable supplies for all facsimile devices	X	
Replacement of expendable supplies for all facsimile devices	X	
<b>PDAs (Blackberrys)</b>		
TBD		

Customer Support Services provides the following services:

- Virus protection, investigation and control.
- Media decontamination.
- Customer requested Applix support.

## Cost Structure

Desktop service charges are entirely variable (non-fixed). These costs are comprised of:

- Contractor technical support staff that performs the full range of equipment maintenance activities for standard hardware components, virus protection and decontamination activities.
- Parts, supplies, transportation and installation associated with repair, replacement and upgrade of desktop equipment.
- Contractor operational support and Applix system maintenance related to tracking maintenance usage data, workstation subscriptions and reporting of detailed customer-requested information.

Costs not recovered through this pricing structure are:

- Salaries, benefits, personnel services and payroll processing for federal employees who operate and manage the enterprise activities;
- Building Occupancy and indirect general administrative expenses (communications, PC support, printing, photocopying) necessary to furnish and equip office facilities for both federal and contractor employees located at DOE facilities;
- Training and Travel expenses for federal employees involved with operation and management of the enterprise activities.

## Pricing Policy

The WCF Board adopted the original pricing policy during two consecutive meetings on April 23 and May 21, 1996, (to be effective in FY1997). The Board updated the pricing policy on September 16, 1997, (to be effective in FY1998). The revised policy established two subscription levels with varying types of service and different pricing: 1) **"Non-Warranty Subscription"** (\$250/year/workstation) for equipment not under a commercial vendor's warranty and; 2) **"Warranty Subscription"** (\$100/year/workstation), for equipment already covered by a commercial warranty. In addition, the revised policy established a third pricing/service option, **"Time & Materials"**. This option provides for a direct fee-for-service, per-occasion charge at a flat hourly rate plus pass-thru of actual costs for parts and materials. The Time & Materials option may be formally elected by customer organizations (in whole or in part) or, if not stipulated as a customer preference, the T&M rate will apply to any repairs on equipment not already included under a documented subscription plan as well as to any non-standard service performed for subscribed equipment.

Under eXCITE, the Non-Warranty Subscription and Warranty Subscription will no longer apply. The eXCITE monthly fee provides for the services previously covered under these two pricing options.

Effective FY03, the Board revised the pricing structure for Customer Support Services to implement usage-based billing with costs based on a six-month rolling average of actual usage. This pricing policy remains in effect.

## Pricing Method (Billing Calculation)

Fixed hourly rates (for Time & Materials charges) and fixed annual rates (for Non-Warranty and Warranty Subscription charges) are the most recent, duly approved, effective rates and are

subject to change during the fiscal year, if so approved. Rate increases must be approved by majority vote of the WCF Board; however, rate decreases require concurrence of the Fund Manager only.

For Subscription service, the inventory of equipment to be covered is documented prior to the beginning of each fiscal year through an appropriately authorized CSA. Documentation includes equipment type, physical location, DOE property number and commercial vendor's warranty period, if applicable. Equipment not documented in this manner will be serviced on a Time & Materials basis.

Desktop service charges are assessed at the Office Level or corresponding organizational level immediately subordinate to the Program Assistant Secretary, Director or Administrator. However, billings are calculated according to individual workstations subscribed or, in the case of Time & Materials charges, according to individual workstations serviced. Detailed reports, showing specific service calls and subscribed workstations, are available upon request. Since the Desktop enterprise is a Headquarters-only support service, supporting Field Office Equipment will be charged to the approved Headquarters organization. A description of each pricing method follows:

- (A) Time and Materials (T&M): This pricing option applies to any maintenance service rendered (either by customer order or by management directive) for any desktop equipment not covered by an effective Subscription plan. T&M is available either with or without an authorized CSA, although a documented CSA is preferable. When performing a service call, whether by phone or in person, service technicians record start and stop times to determine the elapsed time required to complete a discrete maintenance task (or group of tasks if related to an integrated performance outcome). If an entire maintenance procedure cannot be accomplished during a continuous (uninterrupted) time interval, several stop-start times may be involved in accumulating the total amount of time expended.

Charges are calculated for each service call as the sum of:

Total actual service time and is multiplied by the hourly labor rate in effect at the time of service (\$75/hr in FY04). All T&M maintenance is assessed at a minimum service time of no less than one-half hour, plus;

The pass-through cost of commercially obtained parts and supplies necessary to accomplish the repair or performance outcome.

Since charges are based upon the number, duration and cost of on-demand service, both gross monthly charges and per call charges may vary considerably from month to month.

- (B) Subscription Service (Non-Warranty and Warranty Options) (The services offered under the Subscription Service will be phased out as organizations come under the eXCITE subscription service.)

The annual subscription fee per workstation (\$250 for the Non-Warranty option; \$100 for the Warranty option) is multiplied times the number of workstations covered by the Subscription plan, as documented in the most recently negotiated CSA. The resulting total annual subscription amount is divided by 12 to calculate the monthly amount to be charged. Subscriptions may be added at any time during the FY (effective at the

beginning of the next whole month) and annual charges will be pro rated accordingly for the number of whole months remaining in the year (i.e., charged monthly from the start of the month following inception of service). Charges are not pro rated for periods of less than one calendar month.

- (C) **Customer Support Services** Customer Assistance costs are estimated prior to the beginning of each fiscal year, based upon the cost components itemized in the "Cost Structure" section above.

Charges for specific business segments--Applix support, decontamination support, and virus support--are allocated to programs based on their share of the consumption of these services. The basis for monthly charges will be average actual usage over the past six months; for example, in October the charges for each program will be the average monthly usage for that program over the period April through September of the previous fiscal year.

### **Billing Cycle**

Desktop charges are compiled every month, based upon service performed between the 26th of the preceding month and the 25th of the current (billing) month. Between the 5th and 7th workday of the month following the billing period, the WCF Manager normally issues billings. Since billing is current with respect to costs incurred, there are no accrued charges at the end of the fiscal year.

### **Budget Estimating Method**

Budget estimates are generally developed using the more representative of two historical methods: (1) the sum of actual WCF charges for the most recent 12-month period prior to issuance of the estimates (e.g., the total of May, PY - April, CY, for IRB estimates prepared in May) or; (2) the straight-line projection of actual year-to-date charges for the current FY to extrapolate annualized amounts expected for the current FY (e.g., the total of actual charges during Oct - April times a 7-month annualization ratio, 12/7, for IRB estimates prepared in May).

WCF budget estimates do not typically include general or presumed inflation factors, although historically-based projections are adjusted accordingly where definite contractual cost increases or decreases are known to impact the future budget year.

Budget estimates do not typically include potential or proposed changes in business line pricing structures, unless already approved by the WCF Board for the budget year being formulated.

Extraordinary or unusual changes in usage patterns, customer allocation bases, organizational structures, and customer staffing levels are usually not anticipated in the Fund's estimates (due to insufficient lead time). Similarly, customer purchases of dedicated service and equipment are typically not identified soon enough to be included in Fund projections.

Budget estimates are provided solely as guidelines for use by program elements in formulating budget requests for Program Direction funding to Congress. Estimates are made available in mid-May for IRB submissions and in mid-August for OMB submissions. Program organizations are not bound by WCF estimates and may choose to develop alternative estimates based upon whatever criteria and assumptions are deemed appropriate. To the extent that program customers can predict deviations from the norm, due to any number of relevant circumstances, WCF estimates should be revised to reflect the budgetary impact of such changes. Similarly,

customers may choose to adjust estimates to include inflation or to anticipate possible pricing changes.

### **CY Cost Projection Method**

WCF projections of current Fiscal Year (CY) usage and charges are updated monthly and provided as a spreadsheet attachment with each bill (Table III, "Annualized Costs as of [Date]"). Projections are calculated based upon fiscal year-to-date charges annualized. For example, as of the end of April this calculation would be: [7-Month Total Charges (Oct - April)] X 12/7.

### **Business Line Objectives: Balanced Scorecard**

Objectives for this business are in the format of a balanced scorecard.

- **Customers:** Provide customers with timely and consistent services and maintain as low as possible costs to the customers.
- **Financials:** Improve efficiency and ensure full cost recovery of ongoing daily costs.
- **Internal Processes:** Streamline internal processes.
- **Learning and Growth:** Enhance the effectiveness, knowledge, and satisfaction of the Desktop Business Line employees.

For more information on these objectives and business line performance measures, please go to [www.ma.mbe.doe.gov/wcf](http://www.ma.mbe.doe.gov/wcf) and view the Desktop Five-year Plan.

### **Service Standards**

The HQ service standards for Desktop are:

- Support is available from 7:00 a.m. to 6:30 p.m., Monday-Friday by calling 301-903-2500.
- Response time for service calls during business hours will be on a first-in first-out basis.
- First response for servicing designated high-priority users will be conducted within one hour.
- In those cases where repair cost is expected to exceed replacement cost, the servicing technician will advise the customer to that effect and will not proceed without additional authorization.
- Response time for virus occurrences and decontamination service is within 1 hour.

### **Customer Flexibility**

Desktop maintenance services are entirely discretionary for all Headquarters elements. Program managers may elect to use these services in whole, in part, or not at all. Desktop Maintenance customers may choose "blanket coverage" (Subscription plans) or "as needed coverage" (Time & Materials plan). Customers may manage Desktop costs in the following ways:

- Manage workstation inventory. Periodically verify inventory of workstations both under vendor warranty and not under warranty. Update inventory records in the Headquarters property accountability system, Sunflower, on a continuous basis.
- Appoint an organization "first contact" point(s) to perform initial evaluation of service problems and accomplish simple maintenance tasks (e.g., installing printer cartridges,

attaching "plug-in" peripherals).

- Promote internal policy encouraging employees to self-perform routine, non-technical "house-keeping" tasks (e.g., checking electric plugs and power switches, locating and testing "reset" buttons, clearing paper jams in printer, obtaining user manuals).
- Implement internal policies to reduce vulnerability to virus and other contaminations.
- Ensure that appropriate virus detection software is installed on all workstations.
- Manage use of non-standard Applix services.

### Points of Contact

Business Line Manager: Jeanne Beard 202-586-6256

Service Managers:

Desktop Maintenance Don Reed 301-903-2372

Virus and Decontamination Travis McCrory 301-903-4133

Support

Applix Flo Arnold 301-903-5965

For more information, customers are invited to visit the home page of the Desktop Business Line at [www.ma.mbe.doe.gov/wcf](http://www.ma.mbe.doe.gov/wcf)

### Frequently Asked Questions

Q. How can I be assured that I am not being double billed through the WCF and eXCITE for the same service?

A. Some requested services will continue to be billed under the WCF and some will be included in the eXCITE subscription. As an example, typical repairs to workstations are covered under eXCITE; however, if you desire to upgrade your workstation outside the scope of eXCITE, the cost of the upgrade component and the cost to perform the upgrade will be billed under the WCF. Please refer to the table in the section above entitled "Service Description" under Desktop Maintenance for information on the billing source of services provided.

Q. My organization currently uses the workstation subscription service. What happens to this service under eXCITE.

A. Workstation subscriptions will no longer be offered under eXCITE. When a workstation is placed under eXCITE, those services will be provided by the eXCITE subscription.

Q. My organization has several kinds of printers. How is maintenance provided for these printers?

A. Full maintenance is provided under the Desktop Time & Materials services for all equipment not covered under eXCITE. It must be noted that it may not be cost effective to repair very old printers when the repair cost estimate exceed the cost of replacement.

Q. What to I do if I suspect my desktop has been contaminated?

A. Call 3-2500 and advise that you think your desktop has been contaminated. They will ask you a series of specific questions and then dispatch a technician to assess your system

---

## **DOCUMENT IMAGING**

---

### **Service Description**

Converting paper documents into electronic files helps us manage, store, access and archive the organizational information we have “locked up” in paper documents. This service utilizes high-quality document scanners, a state-of-the-art six engine Optical Character Recognition (OCR) system, and maintains quality controls to provide a successful Imaging solution. Once converted these electronic files can be indexed and searched, stored easier, and accessed and distributed faster, easier and cheaper than their paper originals.

Document Imaging service includes:

- Decollating documents to prepare them for feeding into sheet-fed scanners
- Scanning documents in black and white or color, 1 or 2-sided, up to 11”x17”
- Manual scanning of documents that cannot be fed into sheet-fed scanners
- Quality control to assure all pages are scanned and as readable as possible
- Running OCR software to create electronic files in various file formats: Acrobat Image + Text is the standard DOE document conversion format and Text, RTF and HTML formats are also available
- Delivering the final electronic files on CD’s
- Providing the original documents back in the same order as provided (though not re-stapled or re-bound)

To obtain specifications on preparing documents for processing and delivery to our production center please contact Helen Criares, (202) 586-5251, Ralph Freedman, (202) 586-2832, or see our web page at: <http://ma.mbe.doe.gov/admin/ImagingWorkflow.htm>

### **Pricing Policy**

#### **Pricing Method (Billing Calculation)**

- Document Imaging charges are calculated per page based on usage.
  - Scanning and OCR - 28¢ per page.
  - These services are also offered a la carte, at:
    - Scanning Only - 20¢ per page.
    - OCR Only - 8¢ per page
  - All charges are calculated to be sufficient to cover the full business costs. Cost components included in this charge are:
    - Support service contract staff
    - Depreciation (equipment replacement costs)
    - Maintenance
    - Supplies

### **Billing Cycle**

Document Imaging charges are billed monthly by usage. There are no charges for this service that are assessed annually or quarterly.



## Availability of Detailed Usage Information

All job information is captured by the operator at the time of processing. This data is compiled into reports weekly and monthly. Information can be made available, on request, to include:

- Job requestor name
- Employee organization (division level)
- Date(s) of processing
- Number of pages processed
- Cost per job
- Files/documents processed

## Business Line Objectives: Balanced Scorecard

- **Customers:** Provide customers with high-quality scanning and OCR in a timely and responsive manner.
- **Financials:** Ensure full cost recovery, and maintain competitive or better cost to the customer.
- **Internal Process:** Keep abreast of technology and processing enhancements to maintain best-of-class quality products.
- **Learning and Growth:** Keep the staff and the business line involved with the expanding world of electronic document technologies, services and products.

## Service Standards

- Ensure that documents are maintained in as best condition as possible during the document preparation stage and throughout the processing. This includes maintaining the order of all pages in each document.
- Ensuring that all pages are scanned and OCR'd.
- Quality control to review documents to make sure they are as readable as possible.
- Work with customers to make sure the resulting electronic files follow naming conventions to facilitate storage and usage.
- Work with customers to identify documents that need to be manually scanned on flatbeds.
- Upon request, provide detailed usage reports.
- Provide further support on technical and policy issues relating to the resulting electronic files.

## Points of Contact

Helen Criares, (202) 586-5251

Ralph Freedman, (202) 586-2832

For more information on document imaging services, please see our home page at <http://ma.mbe.doe.gov/admin/Imaging.htm>

## Frequently Asked Questions About the Document Imaging Business Line

- Q.** What type of image quality can be expected from the scanning process?
- A.** High quality, highly readable images. Our scanners utilize Virtual Rescan™ technology to analyze each page and determine the best settings for brightness, contrast, and other

enhancements to ensure the best scan possible for both viewing the images as well as for the OCR processing. And our trained operators provide quality controls during the process to oversee the enhancements and make manual adjustments when needed.

**Q.** What file formats can the Optical Character Recognition (OCR) process create?

**A.** DOE's standard file format for document archival is Acrobat Image + Text. This is an Acrobat file that contains the scanned pages for viewing and printing purposes, retaining all information conveyed through the original printed page – charts, graphics, photos, handwriting on margins, etc. – with the OCR'd text behind the image so that the documents can be indexed and searched. This format is used by our Executive Secretariat and Freedom of Information and Privacy Act offices for official Departmental archiving, and is the standard format of the Federal Government for converting paper documents to electronic files for archival and access purposes.

The OCR process can convert scanned pages into other file formats including:

- ASCII (text-only)
- RTF for use in word processors. RTF format retains as much of the document formatting as possible but does not reverse-engineer paper documents into exact facsimiles of the originals.
- HTML for web-posting. HTML conversion does a good job of formatting the text, and can be useful in quickly posting documents on web sites, but it is still recommended that web programmers review and format the files before web posting.
- Acrobat Text Only. This is an Acrobat file that contains the OCR'd text but does not contain the images of the original scanned pages.
- Acrobat Image Only. This is a file that only contains the scanned pages, and can be opened with Acrobat.

For more detailed information about file formats, and indexing and searching files, please contact the Project Manager, Ralph Freedman, (202) 586-2832.

**Q.** What about the accuracy of the OCR processing, how reliable is it?

**A.** We utilize state-of-the-art OCR software that employs six OCR engines and artificial intelligence to vote on the accuracy of each character. This generates files that are significantly more accurate than any single OCR engine system could ever attain.

**Q.** Will the group clean up flagged character recognition from the OCR process?

**A.** This clean up work is not currently offered as part of this service. This is why we utilize a highly-accurate OCR system. If a customer needs 100% accuracy there are a few options available, and this would need to be discussed with the Project Manager, Ralph Freedman, (202) 586-2832.

**Q.** Other agencies and service bureaus provide this service. How does this Document Imaging service compare with them in quality and cost?

**A.** Extensive market research has been done in this area. The costs per page for this group is predominantly and significantly lower than any other organization that provides scanning and OCR. There are some service bureaus that can provide scanning only services at lower costs, which are mostly based on large volumes of documents, though they do not

offer the Virtual Rescan™ technology to adjust the images as part of their price. As far as getting six-engine OCR technology, service bureaus and GSA schedule providers tend to average double or more of our cost per page. Since DOE's service includes de-collating and otherwise preparing the documents for scanning, working with the customer on an as-needed basis for problem or unique documents, allowing for some manual scanning, allowing for some color scanning, can accept jobs that are both large and small, and does not require documents to leave the Headquarters complex, we have not found any service bureau or GSA schedule provider that can compete with our costs or quality. If you would like further information in this area, or would like to bring a service provider to our attention, please contact the Project Manager, Ralph Freedman, (202) 586-2832